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**From:** burgundee.butler@thomsonreuters.com [burgundee.butler@thomsonreuters.com]  
**Sent:** 11/2/2009 3:44:38 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** RE: Latest Subscription

Hi Jim,  
Are you running V142 right now? V142 was delivered on 8/27/09 and signed for by Salem. Are you getting an expiring warning? I send another CD if you didn't receive V 142.

Kind regards,

Burgundee Butler  
Client Mgr Assoc  
Thomson Reuters  
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From: Hanchett, James (DPH) [mailto:James.Hanchett@state.ma.us]  
Sent: Monday, November 02, 2009 7:36 AM  
To: Butler, Burgundee (Healthcare USA)  
Subject: Latest Subscription

Hi Burgundee,  
We have not received our October subscription to  
Micromedex. Our customer ID is [REDACTED]  
Thanks,

Jim Hanchett  
Amherst Drug Lab  
Room N251 Morrill I  
Western Mass. Public Health Ctr.  
181 Stockbridge Road  
Amherst, MA 01003